Presentation of WebServices

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Summary

Introduction

This document aims to present our "WebServices" solutions and the functionalities they offer.

This document does not cover the technical aspects of WebServices. Another documentation intended for development teams will be made available to your teams. In the following sections of the document, we will refer to APIs when discussing WebServices.

These documentations do not include IT/IT, PL/PL, UK/XX flows.

1. Presentation

We provide two different APIs:

- API1: which allows for the search of Point Relais® / Lockers as well as tracking inquiries.
- API2 (also called dual carrier): which allows for the generation of shipments/labels.

Historically, our API1 offered shipment creation methods; these methods are no longer maintained and should not be used.

Additionally, API1 operates on SOAP technology, and API2 operates on REST technology. The two APIs have different security parameters, which are available through our Connect extranet once the account has been integrated into our systems.

Rules Regarding Calls

Under normal operation, Mondial Relay Web Service methods should not be called in 'batch' mode, meaning that calls should not be grouped into a single stream of requests, such as during nighttime processing.

Requests should be distributed throughout the day and night based on the needs of end users (search for relay points / orders / tracking, etc.).

This 'continuous' mode of operation is necessary to avoid disrupting other Web Service users by excessively monopolizing server resources.

2. Search for Point Relais® and Lockers

This method operates on the principle of an API call for each search of Point Relais®/Lockers. The API does not allow for the retrieval of the entire network of Point Relais® and Lockers but returns a list of 10 to 30 available and eligible Point Relais®/Lockers near a defined geographic location, either by GPS coordinates (latitude/longitude) or by the country/postal code pair.

This method also allows for querying a specific Point Relais® or Locker using its identifier (Mondial Relay code), thus enabling the retrieval of all information related to that contact point.

The options and functionality of the method.

- <u>Point Relais® Id</u>

By using this filter, you conduct a search for a specific Point Relais® or Locker, and the method returns the information for that contact point. This filter should be used, for example, in the case of a favorite Point Relais®/Locker provided for a customer, to ensure its availability. If it is unavailable, another Point Relais®/Locker should be offered to the customer.

- <u>Geographic origin</u>

The geographic origin is the reference point for a search and can be specified in two ways:

- Via the postal code of the city + the country code
- Via the GPS coordinates of the location (latitude + longitude) + the country code

- <u>Collection/Delivery mode (Action)</u>

The results of the method can be restricted according to the desired collection/delivery mode. The possible searches are:

- "SMA" Search for Point Relais® XL + L + S + C*: These Point Relais® can be offered for parcels with a maximum length of 40 cm, a girth (L+W+H) ≤ 80 cm, and a maximum weight of 3 kg
- "APM" Search for Lockers only
- "MED" Search for Point Relais® that offer delivery in Point Relais® L and XL.
- "24L" Search for Point Relais® that offer delivery in Point Relais® XL.
- "REL" Search for Point Relais® that offer collection in Point Relais®.
- Search for Point Relais® XL + L + C: These Point Relais® can be offered for parcels with dimensions 38x41x64 and a maximum weight of 25 kg (24R or empty parameter).
- "XOH" Search for Point Relais® compatible with D+1 delivery.

Shipments created after a search with the values SMA, APM, MED, 24R, or with the field left empty (default) will need to be made using the 24R delivery mode.

*: C = Lockers

- <u>Search radius</u>

The results of the method can be restricted by proximity to the geographic origin of the search. If the parameter is not specified (empty), a default search radius of 50 km is used. If you wish to ignore this filter, set the parameter value to 0. Note that the method will never return more than 30 Point Relais® in response to a query.

A maximum search radius is applied according to the specified collection/delivery mode (Action):

- REL : Maximum radius = 75 Km
- 24R : Maximum radius = 100 Km
- 24L : Maximum radius = 100 Km

- <u>Dispatch time</u>

The results of the method can be adjusted based on your parcel dispatch times to Mondial Relay. Simply specify the number of days in the dedicated parameter.

Example: If you typically have 5 days between an order and the creation of the shipment, you enter 5 in this field, and the Web Service will adjust the availability of the Point Relais® accordingly (openings and closings) for 5 days ahead.

3. Tracking

This method allows you to retrieve the tracking information for a shipment using its number. Multiple details are provided for each event, including description, date, time, location, the number of the relevant Point Relais® if applicable, and country.

The five major tracking stages of a shipment are returned, namely:

- Shipment announcement
- Pickup within the Mondial Relay network
- Out for delivery
- Available at Point Relais®
- Delivered

This method is designed to retrieve tracking information at a specific point in time and is not intended for daily tracking updates of the parcel. Therefore, the method should not be used in batch processes, and each shipment should not be queried more than 4 to 6 times in a day.

Other IT solutions exist to provide you with parcel tracking updates throughout the day (EDI, Webhook). A completed shipment (delivered, returned, etc.) should no longer be queried using the API.

4. Creation of shipments and labels

This method of API2 enables the creation of shipments and their associated labels. It allows for the generation of multi-carrier shipments (within the context of partner flows) as well as all Mondial Relay/Inpost-specific flows.

Indeed, for certain flows, we collaborate with logistics partners (Hermes Logistics for Germany or Austria, Correos Express for home delivery in Spain, etc.). This API2 solution allows for the generation of labels containing both Mondial Relay and partner information. Consequently, the parcel can follow the logistical path to the recipient without needing re-labeling. Therefore, this solution is mandatory for generating shipments for these flows, and the labels generated by the API must not be altered or resized.

The response of the method includes the Mondial Relay shipment number (assigned by our API), as well as the already formatted label. The available label formats are:
- *PDF: A URL that directly returns the label in this format.*
- *ZPL: Base 64 encoded ZPL code that needs to be decoded and then printed.*
- *IPL: Base 64 encoded IPL code that needs to be decoded and then printed.*
- *QR code: Only in the case of parcels with REL collection and in eligible collection/delivery countries.*

API calls must include a collection mode:
- *REL: Collection at Point Relais® or Lockers*
- *CCC: Client Shipper Collection (at the merchant's warehouse or directly at an agency/hub)*
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but also a delivery mode:
- *24R: Standard delivery to Point Relais®/Locker L*
- *24L: Delivery to Point Relais® XL*
- *XOH: Express delivery*
- *HOM: Home delivery*
- *LCC: Returns*

Among these delivery modes, only 24L is eligible for multi-parcel shipments; all other flows can only be single-parcel. In the case of delivery to Point Relais® or Lockers, the contact point identifier (chosen by the customer during their order) must be provided.

For all flows, you will need to provide both a sender and a recipient (name, address, email, phone number for notifications). In the case of a return, the sender will be the end customer returning their parcel, and the recipient should be the return address associated with the account.

Additional information is required, such as the weight of the shipment, and for certain flows, the dimensions are also necessary.